

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Art Unit: 2614

Examiner: Nguyen, Quynh H.

In Re: Joseph B. Augusta  
Case: P5087C1  
Serial No.: 10/603,630  
Filed: 06/24/2003  
Subject: Method and Apparatus for Skills-Based Task Routing

Commissioner for Patents  
P.O. Box 1450  
Alexandria VA 22313-1450

Dear Sir:

**RESPONSE G**